



A Publication for the Owners & Residents of
El Dorado Lakes

El Dorado Lakes

THE SPLASH

COMMUNITY NEWSLETTER

FALL 2018

Board of Director's Update

Lisa Massacani, HOA President

The board has been very busy the past 6 months, picking up where the last board left off in continuing to identify opportunities where we can save money without compromising on maintenance and service. Utilizing a handyman at a lower hourly rate than our other contracted workers for all the small jobs around the complex is one way we are saving money on our monthly expenses.



In addition, the HOA has continued to invest in a roof maintenance plan which has reduced the number of roof leaks over the winter season. While there is no way to quantify the savings gained from preventive maintenance, in the past few years that it was made a priority, our costs in roof repairs have been greatly reduced.

One large expense that the HOA must endure every year is the cost of the annual tree trimming operation. We are very happy to report that fewer trees need trimming this year than last, resulting in a savings of over \$6,000. Also, we have been very diligent about requesting bids early the past few years to ensure that the operation does not coincide with bird nesting season.

With the change in seasons, and a stormy winter predicted, the board would also like to provide the community with some reminders of upcoming maintenance.

The tree trimming operation should be commencing in the next month. Once we have the dates scheduled, announcements will be posted. Residents can expect loud noise, dirt, and falling debris, and should prepare their decks and patios accordingly. Please be cautious while using the walkways during this time, and keep pets indoors. Workers and trucks will need to use our driveway for equipment which they will be moving throughout the day, so please be patient and drive extra carefully.

After tree trimming, the rain gutters will be cleaned, which may also result in dirt and debris landing on patios, so please plan ahead. We recommend that any fragile items be brought inside.

For those who use the pools, the back pool heater has been shut off for the winter, but the clubhouse pool is heated year round.

With an increase in roof leaks in the winter months, please be sure that you contact Cardinal as soon as possible if you notice any sign of water intrusion in your unit. With any type of water damage, it is important that repairs start as soon as possible to mitigate the damage and costs.

Now is a good time to schedule chimney cleaning for those with fireplaces and woodstoves, and wall heaters should be checked to ensure that they are in good working order and safe to use.

COMMUNITY CONTACTS

Long Beach Police:
9-1-1 or (562) 435-6711

Patrol One:
(714) 541-0999
www.Patrol-One.com

Cardinal Contacts
(714) 779-1300

Cardinal Emergency Repairs,
After Hours: (714) 459-0477

Account Manager, Lisa Bryce:
LBryce@cardinal-online.com

Customer Service/Work
Orders,
Allyson Loyola
allyson@cardinal-online.com

Monthly Assessments,
Noel Krips:
NKrips@cardinal-online.com

Visit the Lakes
website,
eldoradolakes.net,
to view meeting
minutes, rules and
regulations, and
download forms.

Do You Suffer from Hoarding?

By Janell Hiebert, HOA Secretary

The following are some or all of the symptoms that may be exhibited with hoarding:

- Inability to throw away possessions
- Severe anxiety when attempting to discard items
- Great difficulty categorizing or organizing possessions
- Indecision about what to keep or where to put things
- Distress, such as feeling overwhelmed or embarrassed by possessions
- Suspicion of other people touching items
- Obsessive thoughts and actions: fear of running out of an item or of needing it in the future; checking the trash for accidentally discarded objects
- Functional impairments, including loss of living space, social isolation, family or marital discord, financial difficulties, health hazards.

Local Resources: Long Beach Veterans Administration Healthcare Psychiatry:
562-826-5610

Long Beach Mental Health Services: 1-800-854-7771 / 562-256-2900

Clutter & Hoarding Pros: 562-972-3180

A Lily's Purpose

by Janell Hiebert



Autumn is upon us once again and it will soon be time to take down the patio furniture, trim the trees and cut back the lily pads at The Lakes. Over the summer, a small trim was completed around the perimeters of the lily pads to allow for water flow, oxygenation, and ease of passage for the ducks. It may look like the lily pads are taking over the lakes but rest assured, they are providing a very vital purpose to the ecosystem.

Water lilies (or *Nymphaea*, to scientists) are considered to be the jewels of the pond or lake and do a great deal to maintain the well-being of the ponds and lakes they inhabit. They keep the water temperature down during the hot summer months by blocking out a lot of sunlight while also minimizing algae growth. The lily pads also serve as a protective barrier for fish, frogs, and other creatures against predators such as hawks.

The leaves of the water lilies are known as lily pads. The flowers on top of the pads are blooms. The water temperature must hold at a steady 60 degrees to produce a bloom. There are several different types of water lilies but here, at The Lakes, we have what's known as "Hardy" water lilies. The lily will die off in the winter, then produce new leaves and flowers in the spring. The lily pads are fed through a process called photosynthesis. Tiny holes on the pads take in sunlight, water and carbon dioxide, transferring these elements into energy and fuel. The pads are circular in shape which helps them from tearing in rough winds. They also have a waxy coating which repels water and keeps the leaves from sinking.

Take in the beauty and vibrancy of the lily pads on your next stroll around the Lakes. However, keep in mind that there is a very busy ecosystem working hard underneath the crown jewels that we all enjoy. Let's all do our part to keep the lakes clean and thriving by picking up litter, dog waste, and not dumping anything into the lakes or perimeter drains. In addition, vehicles can only be washed in the designated "car wash" space located in guest parking. May all of you enjoy a safe and healthy autumn season.

Landscape Committee Update

by April Ward, HOA Member
at Large and Landscape
Committee Chairperson

The Landscape Committee is in the process of revising the plant and tree list for the common areas of our complex. At the October meeting, our knowledgeable water maintenance vendor provided a very informative presentation on the plant and animal life that inhabit our complex. He recommended some attractive plants that would better support the wildlife here. Unlike most other residential communities, ours supports a thriving ecosystem, with a variety of plants that contribute to the landscape that provides food, shelter, and nesting places for a variety of creatures.

We have a professional landscaper for our beautiful community. Please make sure your personal plants, items and decorations are contained on your patio and not in the common areas. Any desired changes to the common areas near your unit can be presented to the board for approval. Please send any requests to Cardinal with attention: "El Dorado Lakes Landscape" or leave a request in the mailbox in the clubhouse.

We have secured a bid for our chimney trimming as well as all of the trees in the driveways, and expect the work to be scheduled for early November. As I walk the grounds every day I am in constant amazement of the amazing surroundings we all enjoy. We are so blessed to live here with all our trees and wildlife. Thank you all for doing your part in keeping our community beautiful.

The Role of the Board of Directors by Lisa Massacani



There is often confusion when it comes to the roles of board members versus the management company. Our management company, Cardinal, is the point of contact for residents and they are available to answer questions, schedule repairs, communicate with vendors, and handle emergencies at any time.

Board members are residents of the community who volunteer their time to oversee operations, review and approve work orders, set policy, and make decisions as a group. Reading board packets, attending meetings, and serving on committees are just some of the directors' responsibilities.

There are several ways to address the board of directors: 1) Attend an HOA meeting and utilize the homeowners forum where everyone gets 3 minutes to speak; 2) For confidential issues, residents may contact management to schedule an executive session meeting with the board to meet with them privately in person; 3) Letters to the board may be inserted in the mail box in the clubhouse office; 4) Emails to the board may also be sent to Lisa Bryce, our property manager; they are printed out and included in the monthly board packets which the board reviews.

This communication protocol ensures consistency, and prevents unnecessary delays to matters requiring immediate attention.

Clubhouse Reminders

by Lynda Roberts, HOA Member at Large and Clubhouse Committee Chairperson

In the clubhouse pool room, please replace cue sticks and balls when you leave. In the ping pong area put away equipment used and return furniture to its rightful place. In the gym please return weights to the rack, and wipe equipment before and after use. In the library area upstairs reshelv books. Thank you for thinking of others while enjoying these spaces and keeping them nice for the next person who uses them.

Your Largest Investment

by Kim Holcomb, HOA Vice President

Have you ever wondered how the Board makes decisions that ultimately affect the value of our homes? On the 3rd Tuesday of each month at 6:30pm the Board of Directors meet with Lisa Bryce from Cardinal Management in an open meeting to discuss community issues and make decisions that affect us all. If you care about the value of your home and how your monthly dues are being utilized, then we encourage you to attend these meetings. At the very least come meet your neighbors and the Board of Directors, who are making decisions on our behalf that are affecting the value of our largest investment.

**The next HOA meeting will be on Tuesday, November 27, 2018, 6:30 p.m. in the clubhouse
Please join us!**

Who do I call for that??

by Kim Holcomb

Everyone knows that half the battle for getting timely help is in knowing who to call. Most of us at some point have needed to reach out to Cardinal for one reason or another and not known exactly who to get in contact with. Below is the list that you can cut out and post in your home of who to contact for what issues. Unless it is an emergency, only homeowners should be contacting Cardinal, renters should be contacting the property owner for any issues. The expected turn around time for phone calls is 24hours and emails 48hours. If you are sending an email be sure to include "El Dorado Lakes Unit #..." in the header (emails also create a nice paper trail if you need to reference it later for any reason). Please always remember that the person on the other end of that phone or email is human too and is trying their best to help you. A little patience and understanding goes a long way...

Issue	Contact	Phone Number	Email
<ul style="list-style-type: none">• Billing• Escrow	Noel Krips Accounting	714-779-1300	nkrips@cardinal-online.com
<ul style="list-style-type: none">• Maintenance Requests• Emergencies	Allyson Loyola Customer Service Representative	714-779-1300	allyson@cardinal-online.com
<ul style="list-style-type: none">• Decals• Architectural Requests• Fobs, Transponders• Phone Directory	April Dana Assistant Account Manager	714-779-1300	adana@cardinal-online.com
<ul style="list-style-type: none">• All other Issues	Lisa Bryce Account Manager	714-779-1300	lbryce@cardinal-online.com

After Hours Emergencies 714-459-0477

Crime Prevention Reminder

by Lisa Massacani

There have been several vehicle break-ins in the past few months, and all should be reported to Long Beach Police, even if it is overdue. Although some people feel that reporting a property crime doesn't do anything, it is very important for police to have accurate statistics so that they can allocate resources more effectively.

If 10 thefts occurred in our complex last month, but only 3 were reported, we will not get the same attention from the police than if all of them were reported. They must dedicate their resources based on where the crimes are occurring. If they don't know there's a problem, then they can't work to help fix it.

Police can only do so much to protect us from crime, but we need to also do our part in not making ourselves an easy target for criminals. Leaving property unsecured in carports, vehicles unlocked, and items inside vehicles not only opens you up to be a victim of the theft, but it puts the entire community at risk. Suspicious people, vehicles or activity should also be reported. While they may conduct extra patrols when we request it, WE are the ones that live here and know (for the most part) who belongs and who doesn't. A large part of the responsibility of crime prevention is in our hands. By working together and making ourselves less of a target, we can help reduce the instances of property crime in our community.

In addition to reporting the crime to the police, please report them to our management company as well.

Nextdoor.com is an excellent resource to share information with your neighbors so that everyone may be on alert, however, neither the board nor the police monitor the site. It is your responsibility to report issues via the proper channels.

**DON'T BE
A VICTIM!**
**LOCK
YOUR CAR**
**TAKE
YOUR KEYS**
**REMOVE
YOUR BELONGINGS**